

## If you receive two approval requests for the same invoice

You may sometimes receive two approval requests that appear to be for the same invoice.

This is often because the invoice includes support dates that are covered in two separate NDIS Plans.

Below are some ways that you can check to see if the invoice has been split into two claims.

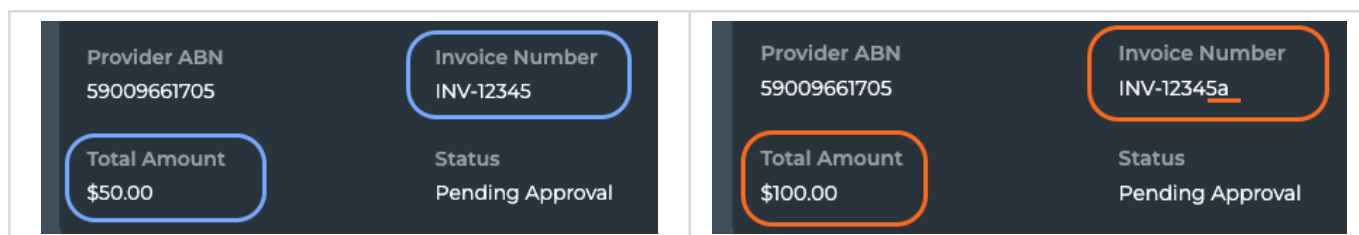
### 1. Check the “Invoice Number” for each claim.

- Are the invoice numbers the same, except that one of them ends in “a”?
  - We add the “a” to the invoice number on the second claim to indicate that it is another claim related to the same invoice.



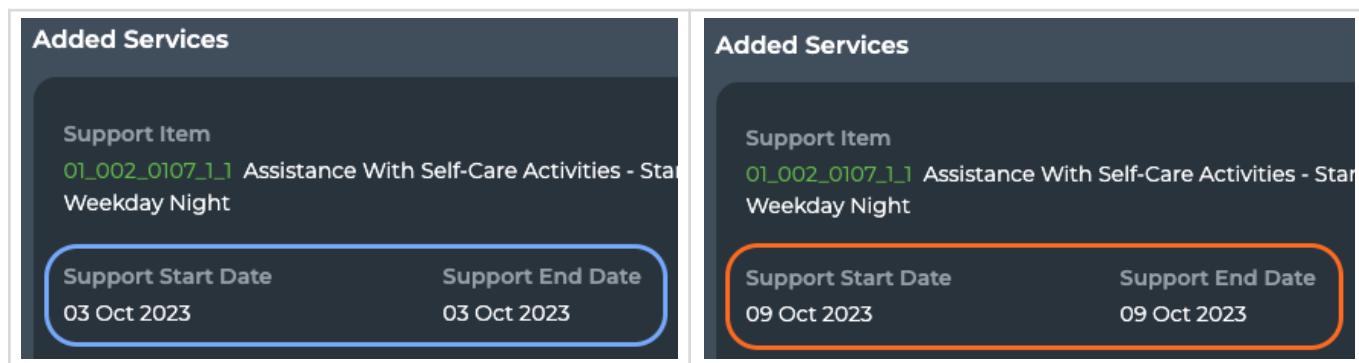
### 2. Check the “Total Amount” for each claim.

- Are the two amounts different from each other?



### 3. Check the support item dates.

- Are the dates different between the two claims? The dates will not overlap or be the same.
  - One claim will have dates that are in the old/expired NDIS Plan.
  - The other claim will have dates that are in the new NDIS Plan.



If you still feel unsure about the two claims, you can Reject the approval request. This will give you more time to decide and to check the claims with us. Please contact us if you have any questions or concerns.